

NASA Glenn Research Center  
Cleveland, Ohio

September 26, 2002

TO: Glenn Civil Service Employees

FROM: 0410/Benefits Officer

SUBJECT: Health Care Providers

We have just received important information pertaining to a large group of health care providers that will no longer be network providers with Private HealthCare Systems (PHCS). Many of our health plans have a network of participating providers. If you are treated by a physician or hospital within the network your out of pocket expenses are lower than if you were to use a provider outside of the network. **Check your insurance identification cards.** If the plan that you are enrolled in uses Private HealthCare Systems as their provider network this information is very important to you.

As of November 24, 2002, the University Hospitals Health system providers listed below will no longer be network providers for PHCS. This means that if your plan uses PHCS and you choose to receive services from these providers they will be considered "non-network" providers by PHCS, and you will be responsible for payment of any non-network costs incurred after the termination date. The providers are:

- University Hospitals of Cleveland, this includes Rainbow Babies & Children's Hospital, MacDonald Women's Hospital and the Ireland Cancer Center
- UHHS Bedford Medical Center
- UHHS Geauga Regional Hospital
- UHHS Richmond Heights Hospital
- UHHS St. Michael Hospital
- University Primary Care Physician Practices (UPCP)
- University Mednet
- University Laboratory Services Foundation

There is a clause in most of the FEHB fee for service contracts that states: "If you have a chronic or disabling condition and lose access to your PPO specialist because we terminate our contract with your specialist for other than cause, you may be able to continue seeing your specialist and receiving any PPO benefits for up to 90 days after you receive notice of the change." In this case it is **very important** that you contact your plan if you are under any continuing care with one of the providers listed. Also, "If you are in the second or third trimester of pregnancy and you lose

access to your specialist based on the above circumstances, you can continue to see your specialist and any PPO benefits continue until the end of your postpartum care, even if it is beyond the 90 days.” In this case it is still recommended that you **contact your plan** and verify continuation of care with one of the listed providers.

Unfortunately if you are affected by this change, it becomes effective before the end of the contract year. You may be subject to non-network costs through January 11, 2003. If you should decide that you want to change health plans the annual open season will be held from November 11 through December 9, 2002. Plan information will be available in the Benefits Office, Building 15, Room 103, or on the OPM Web site [www.opm.gov/insure](http://www.opm.gov/insure) beginning some time in October.

/s/

Therease C. Ross